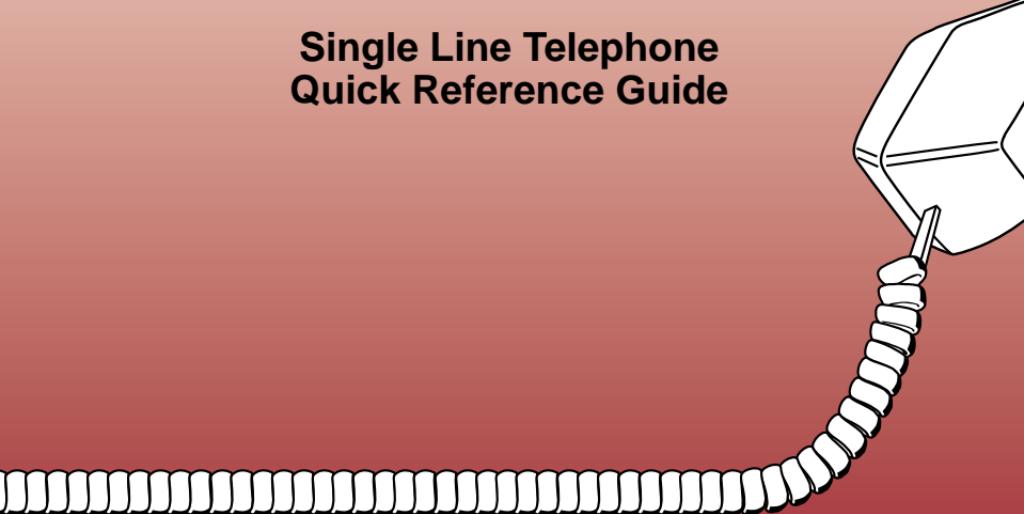


**NEC**

**PORTRAIT  
308/824**

**Single Line Telephone  
Quick Reference Guide**



# Placing and Answering Calls

## Placing an Outside Call . . .

Dial access code for an outside line:

*The instructions in this guide assume your system uses default program settings (e.g. Dial Plan 2).*

1. Lift handset.
2. Press **OPERA  
0**
3. Dial a 2-digit outside line number (e.g., 01, 02).
4. Dial outside number.
  - *If your system is behind a PBX, you may have to dial 9 before your number.*
  - *To Flash a CO line, flash the hook-switch and dial 90.*

## Calling a Co-Worker . . .

Dial using the Intercom:

1. Lift handset.
2. Dial your co-worker's extension number.
  - *If you hear ringing, wait for an answer. If you hear a beep, begin speaking.*
  - *To Page, dial 80 for All Call or 81-84 for internal zones. External zones are 85 or, for Portrait 824 only, 86-87.*
3. (Optional) Dial **1** to force the call to ring your co-worker.

## Block outgoing calls from your phone . . .

### Dial Block

Enter 4-digit code to temporarily block outgoing calls on your phone:

1. Lift handset.
2. Press **OPERA  
0** **JKL  
5** **JKL  
5**.
3. Dial Personal Code (4 digits).
4. Hang up.

## **Clear the Dial Block on your phone:**

1. Lift handset.
2. Press 
3. Dial Personal Code (4 digits).
4. Hang up.

## **If your call doesn't go through . . .**

### **Camp On and Callback**

#### **When you hear system busy, use Camp On or Callback:**

1. For *Intercom* calls, dial  to *Camp On* (wait without hanging up).  
**OR**
1. For *Intercom* calls, dial  and hang up to leave a *Callback* for an extension.
  - *When the called party hangs up, the call rings you back.*
2. Lift handset when the system calls you back.

### **Step Calling**

#### **Call the next extension if busy or no answer:**

1. Do not hang up if there is no answer.
2. Press 
  - *The next extension rings (e.g., if you called extension 14, pressing # will ring extension 15)*

## **Message Waiting**

**Leave a Message  
Waiting so your  
co-worker can call  
you back:**

1. Do not hang up if there is no answer.
2. Press .
  - *MW on your co-worker's multibutton phone flashes fast.*
3. Hang up.

**To answer your own  
Message Waiting:**

*A Message Waiting is indicated by a moderate busy-type signal when the handset is first lifted.*

1. Lift handset.
2. Press .

## **Have a telephone meeting (Conference) . . .**

**Use Conference to  
have a 3-way  
telephone meeting:**

1. Set up your first outside call and press the hookswitch.
2. To add an internal party: Press   
*The called extension must pick up the handset in order to be conferenced.*

**OR**

2. To add an outside call: Press .
3. Place your second call.

### **Internal Calls:**

*The called internal extension must pick up the handset before being Conferenced.*

### **External Calls:**

*To place a second call, you first must seize the outside line to be used. Dial 01-08, then dial the telephone number.*

4. Press the hookswitch again.

**Use Meet-Me Page to  
have a telephone  
meeting with an  
internal party:**

1. Lift handset.
2. Dial a Page Zone (Portrait 308 = 80-85; Portrait 824 = 80-87).
3. Announce co-worker to pick up the same page zone number you dialed.
4. Press **#**.
5. Do not hang up. Wait for party to join in the conversation.

**Answer a Meet-Me  
Page request:**

1. Lift handset.
2. Press **OPER 0 TUV 8**.
3. Dial announced page zone (Portrait 308 = 80-85; Portrait 824 = 80-87).

## **Answering Calls . . .**

**Listen for ringing:**

1. Lift handset.
  - To Flash a CO line, flash the hook-switch and dial 90.

**To answer a call  
ringing another  
extension:**

1. Lift handset.
2. Press **OPER 0 MNO 6 OPER 0**.

# Handling Your Calls

## Your call can wait at your phone . . .

### Hold

**Use Hold instead of leaving the handset off-hook:**

1. Do not hang up.
2. Press the hookswitch.
3. System Hold: Dial .
  - *Your co-workers can take the call off Hold.*
3. Exclusive Hold: Dial 
  - *Your co-workers can not take the call off Hold.*

**Easily retrieve a call from Hold:**

1. Lift handset.
2. Press .

## Redirect your call . . .

### Transfer

**Send (Transfer) your call to a co-worker:**

1. With an outside call on the line, press hookswitch and dial your co-worker's extension number.
2. (Optional) Announce call.
3. Hang up.

# Handling Your Calls (cont.)

## Forward your calls to a co-worker . . .

**While at your desk,  
forward your calls to a  
co-worker:**

*When Call Forward is activated, it's indicated by a slow busy-type signal when the handset is first lifted.*

1. Lift handset.
2. Press **OPER** **0** **JKL** **5** **DEF** **3**.
3. Dial extension to receive your calls.
4. Dial one of the following:
  - 0 to forward all calls.
  - 1 to forward busy calls.
  - 2 to forward unanswered calls.
  - 3 to forward unanswered and/or busy calls.
5. Hang up.

**Cancel Call  
Forwarding:**

1. Lift handset.
2. Press **OPER** **0** **JKL** **5** **WXY** **9**.

# Placing Calls Quickly

## Automatically redial calls . . .

### Last Number Redial

**Quickly redial your last outside call:**

*This feature may require system programming.*

1. Lift handset.
2. Press and dial queue group number (1-6).  
**OR**
2. With software version 2.1 or higher, press .

### Speed Dial

**To dial a stored system Speed Dial number:**

*This feature may require system programming.*

1. Lift handset.
2. Press .
3. Dial a queue group number (1-6).
4. Dial the desired Speed Dial number (00[0]-199).

## Possible Dial Codes for Dial Plan 2 Phones

The following features may have dial code changes which could apply to your phone if system programming was altered. Ask your communications manager if these codes apply to you. Features not listed here work as previously described.

**Note:** Used when Automatic Line Access uses “0” to seize a line.

**Call Forward:** Lift handset + 953 + Extension to receive call + Forwarding code (0-3) + Hang up.  
*Cancel:* Lift handset + 959.

**Dial Block:** Lift handset + 955 + Personal code + Hang up.  
*Cancel:* Lift handset + 956 + Personal code + Hang up.

**Door Box:** *To answer a Door Box call:*  
Lift handset + 98 + 9.

**Hold - Retrieve a call:** Lift handset + 951.

**Last Number Redial:** *This feature may require system programming.*  
Lift handset + 94 + Queue group number (1-6).

**Meet-Me Page - Answer:** Lift handset + 98 + Announced page zone.

**Outside Call - Place:** Lift handset + 9 + 2-digit line # (this may not be required) + Outside number. **OR** Lift handset + 0 + Outside number.

**Reminder Call:** *Set:* Lift handset + 954 + Enter time (24-hour clock) + Hang up.  
*Clear:* Lift handset + 959 + Hang up.

**Speed Dial:** *This feature may require system programming.*  
Lift handset + 93 + Queue group number (1-6) + Speed Dial number.

## Dial Codes for Phones Using Dial Plan 1

Features not listed here work as previously described.

**Note:** Used when Automatic Line Access uses "0" or "9" to seize a line.

**Call Forward:** Lift handset + 63 + Extension to receive call + Forwarding code (0-3) + Hang up.  
*Cancel:* Lift handset + 69.

**Dial Block:** Lift handset + 65 + Personal code + Hang up.  
*Cancel Dial Block:* Lift handset + 66 + Personal code + Hang up.

**Extension Hunting:** Lift handset + 7 + # + Hunt group number (1-4).

**Hold - Retrieve a call:** Lift handset + 61.

**Intercom:** Lift handset + 7 + Co-worker's extension number.

**Last Number Redial:** *This feature may require system programming.*  
Lift handset + 60 + Queue group number (1-6).

**Meet-Me Page:** Lift handset + 7 + Page zone number + # + Wait for party to join conversation.

*Answer a Meet-Me Page:* Lift handset + 8.  
*(System programming changes may then require you to dial the announced page zone.)*

**Message Waiting -** Lift handset + 7 + \*.

**Answer a message:**

**Page:** Lift handset + 7 + Page zone (Portrait 308=80-85, Portrait 824=80-87) + Make announcement + Hang up.

**Reminder Call:** *Set:* Lift handset + 64 + Enter time (24-hour clock) + Hang up.

*Clear:* Lift handset + 69 + Hang up.

**Speed Dial:** *This feature may require system programming.*  
Lift handset + 5 + Queue group number (1-6) + Speed Dial number.

**Walking Class of Service:** Lift handset + 07 + Security code + Phone number.

### Quick Reference for Other Features

**Account Code:** Seize CO line + Hookswitch + 99 + Account Code + Hookswitch + Telephone number.

**Door Box:** *To answer a Door Box call:*  
Lift handset + 08 + 9.

*To call a Door Box:*  
Lift handset + 88 (Door Box 1) or 89 (Door Box 2).

**Page:** Lift handset + Page Zone (Portrait 308=80-85, Portrait 824=80-87) + Make announcement + Hang up.

**Reminder Call:** *Set:* Lift handset + 054 + Enter time (24-hour clock) + Hang up.  
*Clear:* Lift handset + 059 + Hang up.

**Walking Class of Service:** Lift handset + 07 + Security Code + Line Access Code + Phone number.

### Tones you may hear . . .

**Fast busy or warble tone anytime:** This means you made a mistake in placing a call or using a feature. Hang up and start over.

**Moderate busy-type signal when the handset is first lifted:** This means you have a Message Waiting.

**Slow busy-type signal when the handset is first lifted:** This means that Call Forward is activated on your phone.



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